

TVL Membership Terms and Conditions

1. By applying to become a member of the Townsville Chamber of Commerce (“Townsville Chamber”), applicants confirm that they have read and understood the Rules of the Townsville Chamber. The Rules are available on the Chamber website or by contacting members@townsvillechamber.com.au.
2. Every membership application is subject to approval by the Board of the Townsville Chamber of Commerce.
3. All prices are quoted in Australian Dollars (AUD).
4. Advertised membership prices are valid for the relevant membership period as published by the Townsville Chamber and are subject to change from time to time.
5. All advertised prices are exclusive of GST unless otherwise stated.
6. Membership fees must be paid prior to the membership expiry date for membership to remain current and valid.
7. Members may renew their membership prior to expiry by logging into their member account and selecting “Subscription” and “Renew Now”.
8. Members wishing to pay by Electronic Funds Transfer (EFT) may request an invoice by contacting members@townsvillechamber.com.au or by calling the Chamber office on (07) 4771 2729.
9. Memberships with unpaid fees may be placed on hold from the expiry date until payment is received.
10. Members whose membership is on hold:
 - a) will not appear in the Membership Directory; and
 - b) Will not be entitled to access membership benefits during the period the membership remains unpaid.
11. Members with unpaid or inactive memberships may be charged non-member pricing for ticketed events and Chamber services.
12. A new membership commences upon payment of the applicable membership fees. The membership commencement date becomes the annual renewal anniversary date.
13. Business memberships (including Bronze, Silver and Gold memberships):
 - a) belong to the organisation; and
 - b) may be transferred in the event of a change in ownership of the organisation, subject to approval by the Townsville Chamber.
14. Individual memberships belong solely to the individual member and are not transferable and are not suitable for ABN Holders.

15. Members may resign their membership at any time by providing written notice to the Townsville Chamber via members@townsvillechamber.com.au.
16. In accordance with the Associations Incorporation Act 1981 (Qld), the Townsville Chamber maintains public liability insurance coverage of \$20 million.
17. Members consent to the Townsville Chamber collecting, storing, using and disclosing personal information for purposes reasonably related to membership administration, inclusions, events, communications, networking opportunities, advocacy activities, and the provision of member services.
18. The Townsville Chamber may publish member business names, logos, contact details and other relevant business information in the Membership Directory, on the Chamber website, and in promotional material unless the member requests otherwise in writing.
19. Membership fees are non-refundable except where required by law or otherwise determined by the Board in its absolute discretion.
20. The Townsville Chamber reserves the right to amend membership fees, membership categories, benefits, and these terms and conditions from time to time.
21. The Townsville Chamber reserves the right to suspend or terminate membership where:
 - a) membership fees remain unpaid;
 - b) a member breaches the Rules or these terms and conditions; or
 - c) the Board reasonably considers that the member's conduct is contrary to the interests or objectives of the Townsville Chamber.
22. Membership benefits, inclusions, and discounts are subject to availability and may change from time to time without notice.

Events Terms and Conditions

1. All advertised ticket prices are exclusive of GST and any online payment processing or transaction fees.
2. Payment by Electronic Funds Transfer (EFT) is available upon request. Invoices issued for EFT payments must be paid within seven (7) days of the invoice date.
3. No EFT invoice will be issued within seven (7) days prior to the event date. Ticket purchases within seven (7) days of the event must be paid online at the time of booking.
4. All ticket payments must be received in full prior to attendance at the event.
5. Tax invoices and receipts will be issued electronically upon request.

6. Event ticket prices may vary for members and non-members. Membership eligibility may be verified by the Chamber.
7. Tickets are transferable to another person by notifying the Chamber in writing prior to the event, person holds the same or higher level of membership.
8. If a ticket holder is unable to attend an RSVP event, notice of cancellation must be provided to the Chamber by telephone on (07) 4771 2729 or by email to members@townsvillechamber.com.au at least seventy-two hours (72) hours prior to the commencement of the event to receive a full refund.
9. No refund will be provided for cancellations made less than seventy-two hours (72) hours prior to the event, except where required by law.
10. If a ticket holder fails to attend an event without prior notice, the full ticket price will remain payable and no refund or credit will be issued.
11. The Chamber reserves the right to cancel, postpone, reschedule, relocate, or amend an event at any time. In such circumstances, ticket holders will be offered either:
 - a) a refund of the ticket price paid; or
 - b) a credit or transfer to the rescheduled event, at the Chamber's discretion unless otherwise required by law.
12. The Chamber reserves the right to refuse entry to, or remove from an event, any person whose behaviour is considered inappropriate, disruptive, unsafe, intoxicated, or offensive, without refund.
13. The Chamber is not responsible for any personal property lost, stolen, or damaged at an event.
14. To the extent permitted by law, the Chamber excludes all liability for any loss, damage, injury, cost, or expense arising from attendance at, or participation in, an event.
15. By attending an event, attendees consent to photographs, video recordings, and promotional material being captured and used by the Chamber for marketing and promotional purposes, unless the attendee advises the Chamber otherwise in writing prior to the event.
16. Personal information collected during the booking process will be handled in accordance with applicable privacy laws and used for event administration and Chamber communications.

These terms and conditions apply to submissions for entry into the Townsville Chamber EDMs unless stated otherwise.

1. The Townsville Chamber is given permission to publish submitted content.
2. Townsville Chamber reserves the right not to publish a submission if it does not meet the content or technical specifications outlined in the guidelines or the conditions of submission.

3. By submitting content to us, you are agreeing that we may choose your submission for inclusion on our digital channels – social media and our app – to be made available to the general public. If you do not want this to occur, you must inform us.
4. You are solely responsible for your submission and any consequences of submitting it. Townsville Chamber is not responsible or liable for any breach of terms and conditions by you or claims by a third party.
5. By publishing your submitted content, the Chamber does not endorse the product, good, service or person

For more information, please refer to our Information and Social Media Policies.

Information Policy

I. Policy Statement

The collection and management of information is critical to the operation of the Townsville Chamber of Commerce Inc (“the Chamber”/”Townsville Chamber”) in order to perform its functions to the benefits of its members and the wider community.

The Chamber acknowledges the concern around classified information and is committed to dealing with information in a legal and confidential manner. This policy will further elaborate on this point to provide guidance on how the Chamber manages data by clarifying responsibilities of staff and outlining the practices the business follows to achieve good governance for members and the public at large.

II. Principals

The Townsville Chamber is committed to good governance in the workplace and so operates in accordance with the Information Privacy Act 2009 (Qld) and the Australian Privacy Principals (APP’s) outlined in the Privacy Act 1988 (Cth).

III. Scope

This policy applies to Chamber staff, volunteers and board members. Data covered includes information received by the Chamber in all formats including written hard-copy, email, and voice mail. This will also include data collected on the website and app. This policy will govern the information gathered and dealt with by the Chamber both on and off site.

IV. Responsibility

All those entrusted with the information at the Chamber have the responsibility to conduct themselves in accordance with this policy and its supporting legislation.

V. Types of information collected and How Information is used

The Chamber collects information via the website, app, when queries and emails are sent and thorough membership applications. This information is kept in order to provide services by fulfilling requests, enabling contact, identification and creating personalised services matching the unique traits provided.

Other ways the information is used to perform legislative and administrative functions, develop policy further through research and evaluation, for complaints handling reasons and program management within the Chamber itself.

a. Types of Personal Information held include:

- I. Names and addresses
- II. Phone numbers
- III. Business logos and Photographs

b. Non-Personal Information – Cookies

To improve the website and app, the operation of “cookies” is enabled. Cookies do not hold personal information but rather navigational data about browsing habits and usage patterns. Information held by cookies is not personal and cannot be traced back to the user allowing the user to remain anonymous. Users opposed to this practice may disable cookies at will or enable a pop up to notify them about the cookie in use.

VI. Children under 18

The Chamber does not knowingly take the information of those aged under 18 and takes reasonable preventive measures to protect the safety of children accessing the website and app. However, the responsibility is ultimately that of the parent/guardian.

VII. Third party links and access to information

The Chamber website and app contain many links to member websites. The Chamber cannot control the information policies of these third parties and as such takes no responsibility for the collection of data once leaving authorised Townsville Chamber sites.

In addition to this, the Chamber operates profiles on many social media channels. These social media websites themselves and any advertisement links contained on them are not a part of the Chamber’s authorised sites and as such the Chamber is not responsible for data collection of these third parties.

VIII. Data

- a) Retention

As stated above, data is retained in order to offer business services. Data containing personal information is retained on online databases with secure access by authorised individuals in the company. The Chamber takes necessary steps to protect this information from alteration and loss. Non-personal information is also retained however this data remains anonymous and is used solely for website design improvement and demographic purposes and cannot be retraced to the user.

b) Destruction

The Chamber will take all reasonable steps to destroy any personal data no longer needed at the end of its life as managed with the Australian Government's records management regime. Data may also be destroyed by request unless this data must be kept for legal reasons. The Chamber follows protocol regarding retention and destruction periods in compliance with the Privacy Act 1988. Staff will not destroy information other than in accordance with this documentation.

c) Transfer

No private individual member information is to be given, sold, traded or exchanged without the written consent of the member concerned in accordance with section 11.3 of the Chamber Rules. Information will not be used for any purpose other than the purpose it was supplied for. Information may be transferred only when there is consent from the information provider, when there is a legal requirement or as below in section IX.

d) Unforeseen Circumstances

The Chamber takes reasonable steps to ensure this data is stored in a secure environment and only dealt with in an appropriate manner by authorised persons. However please note data transmissions online cannot be totally secure, including information transmitted or received from our app or website or emails sent. These activities are therefore conducted at your own risk. Credit Card information is not stored by the Chamber thereby preventing the risk of unapproved use of such sensitive information. Secure servers are used for these purposes which are encrypted for your security.

IX. Disclosure of Personal Information Overseas

Upon the meeting of certain criteria including consent we may disclose information to overseas recipients. Examples of this disclosure includes internet publications of material on the Chamber social media pages including Facebook and Instagram and well as the Chamber's Primary web channels. These publications may include many media mediums including audio and visual. Additionally, there is provision for disclosure of personal information thorough third party web-based services such as SurveyMonkey and Glueup.

X. Contact Information

The Chamber will take all reasonable steps to ensure the personal information kept on record is of the highest quality and up to date. If you have any queries about the information held about you or wish to correct any information on record please contact the office on (07)47952625 or at 305 Flinders street, Townsville Queensland or alternatively on the contact us page on the Chamber's website. This includes requests to access one's own personal information and make corrections. This may be given on written request in accordance with the Information Privacy Act 2009.

XI. Complaints

For complaints regarding the Townsville Chamber Information Policy please prepare discord in the form of a formal written complaint outlining the breach under the appropriate privacy act and direct it to the above channels.

Whilst the Chamber makes every effort to resolve complaints. If not satisfied with the Chamber's response, privacy complaints may be made to the Queensland Information Commissioner once 45 business days have elapsed from the time of the complaint.

XII. Changes to Information Policy and Review

The Information policy may be updated in accordance with advancements in technology and procedure. Additionally, over time stylistic or structural review may be made to the information policy. It is recommended consumers check back to this page for any updates as continued use of the Chamber's website and app following changes will amount to consent.

Last Updated: May 2026.

Social Media Policy

I. Objectives

The objective of the Townsville Chamber of Commerce Inc ("the Chamber"/"Townsville Chamber") Social Media ("SoMe") is to raise awareness of the Townsville Chamber, its activities and its opportunities. This objective supports the Chamber's goal of providing members and prospective members with value.

Posting information about the Chamber's activities and responding to comments and queries in a timely manner aims to make the Chamber more accessible, more interactive, and more engaged with members and the business community.

This policy will govern the way in which SoMe is used within the Townsville Chamber to create a positive online presence for the Chamber and its members.

II. Scope

This document includes a brief overview of the usage of SoMe by the Chamber. The document makes some reference to internal regulation of SoMe sites and regulation regarding adverse postings. This policy covers the Chamber in its operation of official Chamber profiles on four social media channels:

- Facebook
- Instagram
- LinkedIn
- Twitter

This policy will govern all SoMe posts made with content including but not limited to text, picture and video on the above SoMe channels.

III. Out of Scope

This document does not capture the administrative operations of the sites by the Chamber.

Further, this policy does not regulate the private use of Social Media by staff, board members and volunteers of the Chamber where there is no identifiable connection with the chamber itself, or private communications unrelated to the business of the Chamber.

This policy does not regulate imposter SoMe accounts holding themselves out to the public in relation to the Chamber, therefore the Townsville Chamber does not take any responsibility for posts made by third party under the alias of the Chamber. Any accounts or platforms existing without authorisation of the Chamber will be subject to review when discovered and efforts will be made to remove them.

Any SoMe presence which has not sought prior approval by the Chamber is not approved to use the logo of the Chamber or to purport to represent the Chamber. In doing so these parties breach relevant Social Media Platform terms of service, breach Policy 4 – Code of Ethics and Conduct, Policy 9 – Information Policy and breach trademark legislation. Legal action may be taken in these circumstances to protect the copyright trademarks of the Chamber and the image it purports to the public at large.

Online forums, including comments sections referencing the Chamber, are not included under this policy as the Chamber is not able to make direct influence on these accounts.

Further, any public posts made on the Chamber's authorised SoMe accounts by third parties cannot be controlled by the Chamber and thus the Chamber takes no responsibility for the content in these posts.

However, the Townsville Chamber will make every effort to remove in a timely manner any content contrary to that contained in this policy.

IV. Administration

Information loading on the Chamber's SoMe site is to be undertaken by:

- Designated Chamber staff – the Executive Officer and administration staff, under instruction of the Executive Officer.
- Captain of the Chamber Projects Committee (CPC) – Participation will change from time to time and should be based on a responsible individual's affinity for the medium.
- Any information uploaded by persons other than those authorised above is not a reflection of the Chamber and therefore no responsibility is taken for such content.

Use of Social Media

The internet is neither anonymous nor forgetful. Everything written or posted on SoMe is retained and accessible. It can be traced to an individual. As a Chamber staff or Executive with responsibility to the SoMe platform, you must understand your responsibility of the Townsville Chamber brand.

Be honest and transparent and act in a manner that protects and enhances the Chamber brand. Ensure the correctness, quality, relevance and professionalism of the post. You must adhere to the Privacy Act at all time.

Prior to posting information, the Chamber is to apply a "three-question" test to assess the appropriateness of the information:

1. Is the information defamatory?
2. Is the information considered 'tabloid material'?
3. Is the information damaging to the Chamber's brand?

Should any or all of the questions be answered with 'yes', the information is not to be posted.

In addition to all the "three-question" test, staff must communicate in a professional manner, complying with the Policy 4 – Code of Ethics and Conduct and Policy 9 – Information Policy in their use of SoMe.

They must also act in good faith and not disclose any confidential information as per the Chamber's Information Policy.

No information on the Chamber's SoMe is to include

- Copyrighted material
- Derogatory comment or materials including profanity
- Content including videos and images that may be deemed inappropriate or defamatory
- Content that may incite harm

V. Townsville Chamber Response to Posts

Staff receive automatic notification of external engagement by third parties. The Chamber should endeavor to respond to posts, either by acknowledging or answering queries, on the day they are posted.

Should the post be critical of the Chamber, the matter is to be brought to the attention of the Executive Officer at the earliest opportunity. The Executive Officer will apply judgement if the matter needs to involve the President.

In such instances, a response is to be drafted and approved by the internal parties prior to loading.

Escalation to the Board or a selection of Board members is to be considered by the President in consultation with the Executive Officer.

Only the Chamber Executive Officer and/or the Chamber President is to respond.

This process is the same as the internal escalation process currently used by the Chamber as outlined in Policy – 3 Grievance Policy and Escalation Guide.

VI. Reports and Complaints regarding the Chamber's use of Social Media

If it is believed content posted on an official Townsville Chamber SoMe channel is not in accordance with this policy, it must be reported to Executive Officer immediately. These complaints will be handled on a case by case basis, in reference to this policy and in conjunction with the Chamber's Policy 9

- Information Policy, Policy 4 – Code of Ethics and Conduct and
- Policy 5 Bullying, Discrimination, and Sexual Harassment Policy.

VII. Breach

Breach of this policy by internal staff, board members or volunteer are not tolerated and will lead to disciplinary action in accordance with Policy 2 – Disciplinary Policy. This ranges depending on severity from warnings to termination. Legal breaches will be handled in the appropriate manner.

VIII. Changes to Social Media Policy and Review

The Social Media Policy may be updated in accordance with advancement in technology and procedure. If the Chamber has a new online profile, this policy will be updated to reflect that change.

Additionally, stylistic or structural review may be made to the Social Media Policy. It is recommended consumers check back to this page for any updates as continued use of the Chamber SoMe Sites following changes will amount to consent.

Last Updated: May 2026.